



National Aeronautics and
Space Administration
Goddard Space Flight Center

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ANNOUNCEMENT

SUBJECT: NASA's Alternative Dispute Resolution Program

Approximately one year ago, the Deputy Administrator advised NASA Centers that the NASA Office of Equal Opportunity Programs (OEOP) had taken steps to streamline the Agency's discrimination complaint process and revitalize the NASA Alternative Dispute Resolution (ADR) program as a means of resolving disputes that are raised within the discrimination complaint process. ADR is a term used to describe a variety of joint problem solving processes that present options in lieu of adjudicative or adversarial methods for resolving conflict. These options usually involve the use of a neutral third party such as a mediator or facilitator. At Goddard, mediation is the most frequently used ADR process. I fully support the use of ADR, which is designed to create and maintain a work culture where managers, supervisors and employees have a constructive way to work together.

Consistent with NASA Policy Directive 2010.2B and 29 CFR 1614.105(b) (2), not all cases are appropriate for ADR procedures. Accordingly, the Agency maintains discretion in determining whether ADR is appropriate for resolution in a particular case.

While the NASA ADR Program is focused solely on ADR related to the EO Complaint Process, GSFC has expanded its ADR Program to include early resolution of non-EO, workplace disputes. When GSFC has determined to offer mediation or another ADR resolution process to employees, supervisors and managers are strongly encouraged to participate in good faith to resolve the complaint, grievance, or workplace issue.

We should all strive to resolve workplace issues and concerns before they result in an undesirable outcome. Resolving issues at the earliest time possible allows relationships to strengthen and heal. I count on each of you to determine the right way, using all options available, to keep the GSFC Family strong and united.

At this time, the ADR Program is available to all employees for resolution of EO complaints and is also available to members of AFGE, WAMTC, and non-bargaining unit civil service personnel for resolution of general workplace issues and grievances.

If you have any questions about the new policy, please contact Elly Cleaver, ADR Program Manager at (301) 286-0482 or Lori Simmons, EO Chief at (301) 286-7348.

Edward J. Weiler
Director

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